Procedure Overview/Background:

The University of Wisconsin System recognizes the importance of treating people with respect by referring to individuals using the name and pronoun that the individual indicates they use.

Employee's gender is kept on file with UW System for reporting and benefits administration purposes and the Department of Employee Trust Funds (ETF) for benefits administration purposes. Gender is noted on the following benefit plans: health insurance, supplemental insurance plans, disability insurance and the Wisconsin Retirement System (WRS).

To ensure that there is no disruption in the provision of benefits to an employee, it is important to follow the procedures outlined below when an employee requests to update the gender field within the HRS system. If an employee needs guidance on obtaining documents necessary to complete the update process, additional resources can be found here: National Center for Transgender Equality: ID Documents Center.

Updating/Changing Gender Information in HRS:

The process for updating gender varies depending on the employee's status (existing employee, new hire, or rehire). The employee's prior state or local service is a factor for new hires and rehires because the employee's prior information may be on file with the UW System or with ETF from another state agency or a local agency and may need to be updated/changed.

Inquiring employee:

If you have an employee who is inquiring on the process and/or the documentation required, review the information below with them and/or refer them to the ETF Policy to Change Gender website - https://etf.wi.gov/benefits/life-changes-and-my-benefits/policy-change-gender.

Existing employee who is transitioning or who has transitioned:

Review HRS to verify the employee's current gender. Go to HRS: ***Modify a Person*** (Main Menu > Workforce Administration > Personal Information > Modify a Person)

- Employees must turn in 3 documents to have their gender changed:
    - Written Request (letter or email) – The request must include the following:
        - Full Name (if changing, giving new and former name)
        - ETF Member ID or Date of Birth
        - Clear statement from the employee of their intent to change their recorded gender.
        - Statement of gender to be reflected in the employee record.
    - Verification of Identity – Document must be current (not expired) and show name and birth date or age:
        - U.S. driver's license
        - State-issued non-driver identification card
        - U.S. passport
        - Employee identification card
        - School identification card
        - U.S. military identification card
    - Verification of Gender – Document must be current (not expired):
        - U.S. driver's license showing the new gender
        - U.S. passport showing the new gender

- State-issued amended birth certificate showing the new gender[1]
- Court order directing legal recognition of change of gender
- Medical certification of clinical treatment for gender transition in the form of an original letter from a licensed medical provider
  - A medical certification must include **all** of the following:
    - A statement that clinical treatment is being given
    - The date treatment began
    - Employee name and birth date
    - Medical provider's name, address and phone number
- The documents submitted must hold enough information, such as the employee's name and birth date, to clearly identify the employee.

New hire who has transitioned (no prior state or local service):
- The employee's gender as noted in their documentation provided at hire can be entered in HRS.
  - Documentation that is acceptable to document gender:
    - U.S. driver's license
    - U.S. passport
    - State-issued amended birth certificate
    - Court order directing legal recognition
    - Medical certification of clinical treatment for gender transition in the form of an original letter from a licensed medical provider
      - A medical certification must include **all** of the following:
        - A statement that clinical treatment is being given
        - The date treatment began
        - Employee name and birth date
        - Medical provider's name, address and phone number
- The document submitted must hold enough information, such as the employee's name and birth date, to clearly identify the employee.

- The employee's gender is fed on the daily file to ETF.

New hire who has transitioned or is transitioning (prior state or local service):
Follow the process for 'Existing employee who is transitioning or who has transitioned'.

New hire who is transitioning (no prior state or local service):
A new hire in the process of transitioning will need to provide the same documentation as outlined in the section for 'Existing employee who is transitioning or who has transitioned'. Until the new employee has provided this information, the employee's gender as provided in the new hire documentation must be entered in HRS. Once the employee has the 3 required documents, they may follow the process for 'Existing employee who is transitioning or who has transitioned'.

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[1] Wisconsin's vital records law does not allow ETF to request and accept a photocopy that the employee has made of their Wisconsin-issued birth certificate. One of the following methods must be followed to use a Wisconsin-issued birth certificate as proof of gender.

- The employee may show the certified birth certificate to their human resource administrator. The human resource administrator can legally photocopy it, mark it "for administrative purposes" and send the copy to ETF.
- The employee may send a certified copy of their amended Wisconsin-issued birth certificate to ETF directly.

Active employee with a dependent who has transitioned or is in the process of transitioning:
Follow the process for 'Existing employee who is transitioning or who has transitioned'.

Retired and Terminated employees and their dependents:
Institutions should advise former employees and their dependents to work directly with ETF.

How to turn in documents:
- Documents turned into institution human resource administrators:
  - Employee: The employee may turn in documents to their human resource administrator at work.
  - Institution: Upon receipt of complete information (all 3 documents received), email UW-Shared Services, Service Operations (serviceoperations@uwss.wisconsin.edu) to create a ticket to track the request. The email should include the employee's name, employee id and only state that the employee has submitted a gender change request to ETF. The documentation should *not* be included in the email.
  - Institution:
    1) Make one copy each of the *written request*, *proof of identity* and *proof of gender.*
    2) Fax the copies of the documents with a cover sheet to UW-Shared Services, Service Operations, Attn: Benefits at: (608) 890-2327.
    3) Place a copy of documents in the employee's benefit file.
    4) Original documents must be returned to the employee. *Originals should not be kept or sent to ETF.* Note the process above if an employee is submitting a birth certificate.
- Documents turned into ETF directly by the employee:
  - The employee may turn the document into ETF via email, postal mail or in person. If the employee submits documentation directly to ETF, ETF will notify UW-Shared Services, Service Operations of the request. A ticket will be created to track the request.

Email:	U.S. Postal Service:	In Person:
etfsmbemployerinsurance@etf.wi.gov	WI Dept of ETF PO Box 7931 Madison, WI 53707-7931	WI Dept of ETF 4822 Madison Yards Way Madison, WI 53705-9100

Confirmation:
ETF usually handles requests within 30 days of when the documents are received in full.
- ETF will send the employee a notice of the approval or denial. If the request was denied ETF will provide details on why the request was denied and what the employee needs to do to receive an approval. The employee should work directly with ETF on any denial.
- A copy of the approval or denial will be sent to UW-Shared Services, Service Operations.
  - For approvals: UW-Shared Services, Service Operations will coordinate updating of HRS with the institution and ETF. A copy of the approval will be sent to the institution to file in the employee's benefit file.
  - For denials: A copy of the denial will be sent to the institution to file in the employee's benefit file.

Resources:
ETF Policy on changing gender: https://etf.wi.gov/benefits/life-changes-and-my-benefits/policy-change-gender.
Employee Name Change information: https://www.wisconsin.edu/ohrwd/benefits/life-events/famchng/name-address/

Questions:
- Questions on the process or to follow up with ETF after paperwork has been submitted but before an approval or denial is received should be directed to UW-Shared Services, Service Operations at serviceoperations@uwss.wisconsin.edu.
- Questions on the policy should be directed to UW System Human Resources at uwshr@uwsa.edu.